

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/15/2014	(3) CONTACT/PHONE Trish Avery-Caldwell 805.781.1728													
(4) SUBJECT Request to approve two (2) renewal service contracts (Clerk's File) for Services Affirming Family Empowerment (SAFE) Family Advocates with 1) Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO) in the amount of \$62,575 and 2) Central Coast LINK (The LINK) in the amount of \$62,575 in Fiscal Year 2014-15. All Districts.															
(5) RECOMMENDED ACTION 1. It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO) for Services Affirming Family Empowerment (SAFE) Family Advocates for Fiscal Year 2014-15 in the amount of \$62,575. 2. It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with Central Coast LINK (The LINK) for Services Affirming Family Empowerment (SAFE) Family Advocates for Fiscal Year 2014-15 in the amount of \$62,575.															
(6) FUNDING SOURCE(S) Fed/PSSF 100%	(7) CURRENT YEAR FINANCIAL IMPACT <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">CAPSLO/SAFE</td> <td style="width: 40%; text-align: right;">\$ 62,575</td> </tr> <tr> <td>The LINK</td> <td style="text-align: right;">\$ 62,575</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;"><u>\$125,150</u></td> </tr> </table>	CAPSLO/SAFE	\$ 62,575	The LINK	\$ 62,575	TOTAL	<u>\$125,150</u>	(8) ANNUAL FINANCIAL IMPACT <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">CAPSLO/SAFE</td> <td style="width: 40%; text-align: right;">\$ 62,575</td> </tr> <tr> <td>The LINK</td> <td style="text-align: right;">\$ 62,575</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;"><u>\$125,150</u></td> </tr> </table>	CAPSLO/SAFE	\$ 62,575	The LINK	\$ 62,575	TOTAL	<u>\$125,150</u>	(9) BUDGETED? Yes
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(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____) <input type="checkbox"/> Board Business (Time Est. ____)															
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A															
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) CAPSLO/SAFE: 19001411 The LINK: 19001417		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A													
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date: <u>Board Approved 6/18/13</u>													
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson															
(18) SUPERVISOR DISTRICT(S) All Districts															

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery-Caldwell
(805) 781-1728

DATE: 7/15/2014

SUBJECT: Request to approve two (2) renewal service contracts (Clerk's File) for Services Affirming Family Empowerment (SAFE) Family Advocates with 1) Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO) in the amount of \$62,575, and 2) Central Coast LINK (The LINK) in the amount of \$62,575 in Fiscal Year 2014-15. All Districts.

RECOMMENDATION

1. It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with Community Action Partnership of San Luis Obispo County, Inc. (CAPSLO) for Services Affirming Family Empowerment (SAFE) Family Advocates for Fiscal Year 2014-15 in the amount of \$62,575.
2. It is recommended that your Board approve, and direct the Chairperson to sign, a renewal service contract with Central Coast LINK (The LINK) for Services Affirming Family Empowerment (SAFE) Family Advocates for Fiscal Year 2014-15 in the amount of \$62,575.

DISCUSSION

In a collaborative effort among the Departments of Social Services, Behavioral Health, Public Health and Probation, the SAFE System of Care (SOC) was established in 1992 as an initiative of the Children's Services Network (CSN). The mission of the SAFE SOC is working together in partnership with children and families to enhance independence, safety, and health at home, in school and in the community. Currently the SAFE SOC is operating in three (3) school districts: Paso Robles Joint Unified School District (PRJUSD), Atascadero Unified School District (AUSD) and Lucia Mar Unified School District (LMUSD). Each operation is unique, but all provide services consistent with the mission and values of SAFE. The CAPSLO contract will provide services in the Southern Region of San Luis Obispo County and The LINK contract will provide services in the Northern Region of San Luis Obispo County.

The SAFE SOC builds upon the concept of a three-tiered multi-agency integrated service delivery model that has been developed in the majority of counties throughout California. Services focus on incorporating community prevention activities, intervention and referral services, and intensive treatment services. The SAFE Community-Based Team (CBT) and the Intensive Services Team (IST) interact with local community-based organizations and services to support local prevention efforts at the grassroots level. The CBT is made up of *prevention* and *intervention* service providers such as County social services CalWORKs, Medi-Cal and CalFresh (i.e., food assistance) workers, employment specialists, family counselors, parent educators and family advocates. If a child or family needs to be linked to a community resource, transportation, translation, assessment, or help with life management skills a referral is made to the CBT. The team also provides extensive *Information and Referral* services, which often divert a family from any further involvement with "the system" of human services agencies.

The Intensive Services Team (IST) is made up of social workers, Drug & Alcohol and Mental Health therapists, Probation officers and other treatment-level practitioners. If a child or family has immediate and/or severe problems or is involved with two or more service agencies a referral is made to the IST. The IST provides services to support the family and avoid out of home placement for children and youth (whether foster care, group home placement, hospitalization for

mental illness or incarceration at the Juvenile Services Center).

The Management Support Team (MST), consisting of mid-level managers from the participating agencies, focus on facilitating the functioning of SAFE SOC staff teams by meeting monthly. The Committee developed the concept of a Site Coordinator which is utilized to assist in operation of the SAFE SOC and the daily supervision of on-site staff. The Southern Region has a Systems Coordinator while the Northern Region has a Center for Assessment and Referrals in Education Services (CARES) Coordinator. Both positions function similarly and work with all of the school districts, agencies and community-based organizations in the region to provide SAFE SOC education and outreach and to insure the smooth operation of SAFE SOC referrals and services.

Benefits to families served by the SAFE SOC include, but are not limited to, the following:

- Services based in their community and linked to the schools make access much easier and “user friendly” for families, who can receive multiple services and levels of service in one location.
- Services that are multi-disciplinary and case managed mean that family service plans are consolidated and simplified. Family members don't have to cover the same ground with different providers.
- There is less travel for both families and agency staff, which is a direct benefit to the individuals involved, the community and the environment through reductions in traffic, fuel emissions and consumption, and increases in saved time and efficiency.
- Any agency or group that serves families and youth is aware of the program and makes referrals to the local SAFE SOC site in their area.

Community Action Partnership of San Luis Obispo County (CAPSLO)

CAPSLO, a private nonprofit, began providing services in San Luis Obispo County in 1965 [then known as the Economic Opportunity Commission of San Luis Obispo County, Inc. (EOC)] and offers many services for low-income individuals and families. Services include childcare, homeless case management, shelter and food, home energy services, adult day care for the elderly or disabled, emergency intervention services, and many other services focused on eliminating the causes of poverty. Services provided by the Family Advocates at the SAFE SOC location(s) improve the quality of life for young parents and families and support the CAPSLO mission and vision of helping families achieve self-sufficiency through community-based programs.

CAPSLO has been a primary partner in the South County SAFE SOC since 1992 and continues to collaborate with partners like LMUSD and County Departments including Social Services, Mental Health, Public Health and Probation. In addition, CAPSLO partners with the San Luis Obispo Child Development Center (SLOCDC), a local non-profit community program that provides therapeutic interventions for children and families (www.slocdc.org). For more information about CAPSLO services you can visit their website at www.capslo.org.

Central Coast LINK (The LINK)

The LINK is a non-profit organization that has been providing services in the North County since 1998 and covers a geographic area that includes Shandon, Parkfield, Creston, Santa Margarita, San Miguel as well as Atascadero and Paso Robles. Currently The LINK is a full service Family Resource Center and the primary provider of SAFE SOC Family Advocate services in the North County. They collaborate with the County Department of Social Services (DSS), CAPSLO, AUSD, PRJUSD, North County Connection, Kinship Center, Workforce Investment Act (WIA), and other public and private agencies serving at-risk children and youth. Services provided focus on supporting youth and families in need of family support and resources. The LINK's Family Advocacy Program has become the foundation for the Organization's success.

Through family advocates, The LINK has direct contact with families and works hard to build trust and identify needs. When families are in need or in crisis, family advocates are there to support their needs in school, throughout the social services network, and across social, cultural and economic boundaries. Annually, Family Advocates make contact with hundreds of families and provide services that include in-home support, case management, and resources to help families become strong and stable. Schools also rely on Family Advocates to identify concerns and provide early intervention

support to keep children healthy, safe, and in school. Since 2009, Family Advocates in the North County have participated in middle school Student Assistance Teams through the Mental Health Services Act Prevention and Early Intervention program. The LINK recognizes that community is family, and a thriving community cannot develop without thriving families contributing to its success. For more information about The LINK and its services you may visit their website at www.slolink.org.

A major source of funding for SAFE SOC services comes from the Office of Child Abuse Prevention (OCAP) which CSN oversees. A Request for Proposal (RFP) was conducted in State Fiscal Year (SFY) 2012-2013 and OCAP Promoting Safe and Stable Families (PSSF) funding was approved for 3-years beginning in FY 2011-2012 for both CAPSLO and The LINK. The RFP required all applicants to align FY 2012-2013 services with the County System Improvement Plan (SIP) process which identified three (3) family-based strategies that the DSS and County Probation will work to improve: 1) no recurrence of maltreatment, 2) placement stability, and 3) reunification within 12 months for children removed from a home. To monitor and assess the quality of services, the California - Child and Family Services Review (C-CFSR) was established by the California Department of Social Services (CDSS) and has changed the evaluation of services and funding from a triennial cycle to a 5-year cycle (CDSS, [All County Information Notice I-16-12](#)).

To align with the County SIP strategies and the OCAP PSSF goals of providing services that promote healthy marriages and strengthen parenting skills to reduce child abuse and neglect new performance outcomes were established in FY 2012-2013 and fall under four components: 1) Family Preservation, 2) Family Support Services, 3) Adoption Promotion and Support Services, and 4) Time-Limited Family Reunification Services. Family Preservation refers to services that help families at risk or in crisis by providing assistance that aids in reunification, adoption, or legal guardianship. Specifically services may be designed to improve parenting skills, assist with family budgeting, coping with stress, and understanding age appropriate health and nutritional needs of children. Family Support Services refers to the use of community-based services to promote the safety and well-being of families and children.

The third component, Adoption Promotion and Support Services, is intended to provide services and activities designed to ensure permanency for children through family reunification, adoption, or by another permanent living arrangement. Activities may include pre- and post-adoption services, or activities designed to expedite the adoption process and support adoptive families. The final component is the Time-Limited Family Reunification Services which include services for a child that is removed from their home and placed in a foster family home or institution and a reunification plan is in place to return the child to his/her family of origin within a 15-month period. Services and activities may include counseling, treatment for substance abuse, help addressing domestic violence, therapeutic services and/or transportation for plan activities.

Approval of these renewal contracts will allow CAPSLO and The LINK to continue to employ Family Advocates that work directly with referred children and families in the Southern and Northern Regions of the County. Referrals come from teachers, school nurses, principals, counselors, and school staff who have direct contact with children and families. Families can also self refer. The Family Advocates work with several thousand families each year (See the Results section of this letter.) and provide services that help strengthen each family based on their unique needs. These services support the Department and County goal of ensuring all people in our community enjoy healthy, successful and productive lives, and have access to the basic necessities.

OTHER AGENCY INVOLVEMENT/IMPACT

These contracts were developed in partnership with CSN, OCAP, CAPSLO and The LINK. County Counsel has reviewed and approved the contracts as to legal form and effect.

FINANCIAL CONSIDERATIONS

These contracts are 100% funded with Promoting Safe and Stable Families (PSSF) federal dollars. In the past PSSF funding was allocated to the county annually by the OCAP based on a 3-year plan. However CDSS changed the evaluation process from a triennial to a 5-year cycle. This change has allowed for OCAP funding to be extended two (2) additional fiscal years to align with the newly established 5-year cycle that encompasses FY 2011-2012 through FY 2015-2016. CAPSLO and The LINK were selected through the RFP process and will continue to receive funding another two (2) fiscal years.

The total contract amount for CAPSLO and The LINK is \$62,575 for each contract. The contract is included in the

Department of Social Services adopted budget for Fiscal Year 2014-2015 and will require no additional General Fund contribution.

Agency	Adopted FY 12-13	Adopted FY 13-14	Budgeted FY 14-15	Notes	Sharing Ratios		
					Fed	St	Co
Community Action Partnership of SLO County (CAPSLO)	\$65,340	\$62,575	\$62,575	SAFE Family Advocates (PSSF funds)	100%		
Central Coast LINK (The LINK)	\$65,340	\$62,575	\$62,575	SAFE Family Advocates (PSSF funds)	100%		

RESULTS

The SAFE contracts (CAPSLO and The Link) are funded with Promoting Safe and Stable Families (PSSF) funds. Based on the 2011 RFP performance outcomes were aligned with the County System Improvement Plan (SIP) outcomes.

SAFE is a community-based, school-linked program designed to bring services to children and families on three (3) levels: prevention, community-based and intensive. The goal is to focus on family strengths and work with families to keep children safe, healthy, at home, in school, and out of trouble.

CAPSLO Services Affirming Family Empowerment (SAFE) Advocacy Services

Fiscal Year 13-14

CAPSLO SAFE Family Advocates exceeded their performance outcome to serve thirty (30) families with one-on-one education and support services on budgeting, child development, positive parenting, stress reduction, and child health, nutrition, and well-being; with eighty-five percent (85%) of families showing improved functioning as demonstrated by gains on their Family Development Matrix (FDM) assessments [Family Support and Family Preservation activities]. As of March 31, 2014, thirty four (34) families received one-on-one education and support services, with ninety-seven percent (97%), or thirty three (33) of thirty four (34) families showing improved functioning as demonstrated by the gains on the FDM. It is anticipated that this number will be higher by June 30, 2014, which is the end of the contract.

CAPSLO SAFE Family Advocates met their performance outcome to coordinate a minimum of 6-10 week parenting classes to promote healthy marriages, strengthen parent-child relationships, increase knowledge of child development, and increase awareness of attachment issues; with eighty-five percent (85%) of families reporting less stress in the home and increased knowledge of parenting and relationship skills, and seventy-five percent (75%) will successfully avoid separation from their children. At least one series will be specific to foster and adoptive parents [Family Support activity]. As of March 31, 2014, a total of nine (9) parenting classes were coordinated with one specific to foster/adoptive parents. A total of one hundred nine (109) parents participated. A total of one hundred four (104), or ninety five percent (95%) of families reported less stress in the home and avoided separation from their children.

CAPSLO SAFE Family Advocates have met with two (2) foster family agencies (FFA), Department of Social Services and Kinship Center, to identify and provide services to adoptive and foster families who would benefit from parenting classes as of March 31, 2014. This number is slightly below the anticipated three (3) FFAs, however it is anticipated that CAPSLO will meet with at least one additional FFA before the end of the contract.

Based on the final quarterly report for FY 2012-2013 and received July 20, 2013, CAPSLO met with a total of three (3) FFAs: Kinship Center, Department of Social Services (DSS), and Family Care Network, Inc. (FCNI).

CAPSLO SAFE Family Advocates exceeded their performance outcome to conduct a minimum of twelve (12) outreach and training presentations to adoption social workers, youth probation officers, community-based providers, educators, and others on supportive and SAFE services available to foster care and adoptive families and their children [Adoption Promotion and Time-Limited Reunification activities]. As of March 31, 2014, a total of fifteen (15) outreach and training presentation were conducted to the following agencies: Lucia Mar School District Student Services and Counselors (3), Women's Shelter Program in SLO, Ocean View Elementary School, Dorothea Lange Elementary School, Fair Grove

Elementary School, Grover Beach Elementary School, Branch Elementary School, Behavior Health Court Staff (2), Department of Social Services ERS staff and Inter-agency Meeting (2), Probation, and Central Coast LINK.

CAPSLO SAFE Family Advocates provided screening, referrals, and assistance with scheduling twenty-one (21) individuals/families for therapy as of March 31, 2014. *This number is slightly below the performance outcome to screen, refer, and assist with scheduling for at least twenty-five (25) individuals/families for therapy at community mental health services for adopted and foster care individuals or families [Adoption Promotion and Time-Limited Reunification activities]. It is anticipated that this number will be higher by June 30, 2014, which is the end of the contract.*

Based on the final quarterly report for FY 2012-2013 and received July 20, 2013, a total of thirty seven (37) individuals/families were screened, referred, and assisted with scheduling therapy at community mental health services.

Fiscal Year 14-15

In compliance with the C-CFRS, DSS worked with CAPSLO to modify the contract performance outcomes for FY 14-15 so services and outcomes can be consistently monitored to assess the quality and ensure compliance with the County SIP.

SAFE Family Advocates will provide 30 families with one-on-one education and support services on budgeting, child development, positive parenting, stress reduction, and child health, nutrition, and well-being; 85% of families will show improved functioning as demonstrated by gains on their FDM assessments. [Family Support and Family Preservation activities]

SAFE Family Advocates will coordinate a minimum of six 6-10 week parenting classes to promote healthy marriages, strengthen parent-child relationships, increase knowledge of child development, and increase awareness of attachment issues; 85% of families will report less stress in the home and an increased knowledge of parenting and relationship skills, and 75% will successfully avoid separation from their children. At least one series will be specific to foster and adoptive parents. [Family Support activity]

SAFE staff will collaborate with at least four (4) foster family agencies to identify and provide services to adoptive, foster, and extended families that would benefit from resource connection and case management. A minimum of fifteen (15) referrals will be provided to SAFE staff from foster family agencies. At least seventy five percent (75%) of the referred families will show overall family stability improvement on the Family Development Matrix (FDM). [Family Preservation activity]

SAFE staff will conduct a minimum of twelve (12) outreach and training presentations to adoption social workers, youth probation officers, community-based providers, educators, and others on supportive and SAFE services available to foster care and adoptive families and their children. As a result ten (10) coordinated case planning meetings will be held. [Adoption Promotion and Time-Limited Reunification activities]

SAFE Family Advocates will screen, refer, and assist with scheduling for at least twenty four (24) individuals/families for therapy at community mental health services for adopted and foster care individuals or families. As a result, the Family Development Matrix (FDM) report will show seventy five percent (75%) of these families will have an overall improvement in their stability. [Adoption Promotion and Time-Limited Reunification activities]

SAFE staff will work with DSS staff to identify Resource Family Approval (RFA) families and provide case management and resource connection for them. RFA families will be specifically recruited to attend specialized parenting classes on attachment and bonding issues. As a result eighty percent (80%) of the parents who attend these classes will show an increase in knowledge and/or an improvement in the relationship with the child. [Adoption Promotion and Time-Limited Reunification activities]

At least eighty percent (80%) of the children case managed by SAFE staff, not living with their biological parent, will remain in their stable living situation. [Time-Limited Reunification activities]

The Central Coast LINK (The LINK) Services Affirming Family Empowerment (SAFE) Advocacy Services

Fiscal Year 13-14

The LINK provided thirty-one (31) families with case management support and coordination of services who were at-risk of being taken from the home, in a time-limited reunification situation, or at-risk of child abuse and neglect as of March 31, 2014. Of the thirty one (31) Families served, a total of twelve (12) have been re-assessed and eleven (11) or ninety two percent (92%), demonstrated improvement in risk areas identified in the Family Development Matrix (FDM) Assessments. The performance outcome seeks seventy five percent (75%) will demonstrate improvement. *The number of families served is slightly lower than the performance outcome to provide fifty (50) families with case management support and coordination of services who are at-risk of being taken from the home, in a time-limited reunification situation, or at-risk of child abuse and neglect, however it is anticipated that this number will be higher by June 30, 2014, which is the end of the contract.*

Based on the final quarterly report for FY 2012-2013 and received July 20, 2013, a total of fifty one (51) individuals/families were screened, referred, and assisted with scheduling therapy at community mental health services. Of these, thirty five (35) were re-assessed and twenty nine (29) or eighty two percent (82%), demonstrated improvement in risk areas identified in the Family Development Matrix (FDM) assessments.

The LINK provided one-on-one support and case management to eight (8) families needing time-limited reunification services and post-adoption support services specifically; eighty percent (80%) of families served and cased managed by FDM showed improvement as identified in assessments as of March 31, 2014. *The number of families served is slightly lower than the performance outcome to provide one-on-one support and case management to fifteen (15) families needing time-limited reunification services and post-adoption support services specifically, with seventy five percent (75%) of families served and cased managed by FDM showing improvement as identified in assessments. It is anticipated that this number will be higher by June 30, 2014, which is the end of the contract.*

Based on the final quarterly report for FY 2012-2013 and received July 20, 2013, a total of fifteen (15) families were provided one-on-one support and case management that included time-limited reunification services and post-adoption services. Of the families served, thirteen (13) or eighty eight percent (88%) showed improvement as measured by the FDM assessment.

The LINK provided services that resulted in providing six (6) families (individual parents or youth) with peer support and case management services who are affected by drug and alcohol abuse (contract with North County Connection) as of March 31, 2014. All six (6) families receiving drug and alcohol services showed improvement in FDM assessments. *It is anticipated that this number will be higher by June 30, 2014, which is the end of the contract.*

Based on the final quarterly report for FY 2012-2013 and received July 20, 2013, a total of fourteen (14) families were provided peer support case management services that are affected by drug and alcohol abuse. A total of seven (7) FDM reassessments were completed with ninety percent (90%), or six (6) families showing improvement in the areas they struggles.

The LINK exceeded the performance outcome to coordinate a minimum of 6, 7-10 week courses in parenting education and parent skills workshops. *As of March 31, 2014, a total of nine (9) parenting education and parent skills workshops were offered, with a total of one hundred fourteen (114) participants in attendance.*

Fiscal Year 14-15

The LINK will provide fifty (50) families with case management, support and coordination of services who are either at-risk of being taken from the home, in a time-limited reunification situation, or at-risk of child abuse and neglect. From the 50 families served, 75% will demonstrate improvement in risk areas identified in the Family Development Matrix (FDM) Assessments.

The LINK will provide one-on-one support and case management to fifteen (15) families needing time-limited reunification services and post-adoption support services specifically; 75% of families served and cased managed by FDM will show improvement as identified in assessments.

The LINK will provide ten (10) families (individual parents or youth) with peer support and case management services to youth and families who are at-risk or have been separated, and who are affected by drug and alcohol abuse (contract with North County Connection). At least 75% of families receiving Drug and Alcohol services will show improvement in FDM assessments.

The LINK will coordinate a minimum of 6, 7-10 week courses in parenting education and parent skills workshops.

ATTACHMENTS

1. CAPSLO/SAFE Clerk's File Statement
2. The LINK Clerk's File Statement